



**Right Care Alliance (RCA) Patient Council  
Meeting Agenda & Minutes  
March 19th, 2020  
7:00 to 8:00 pm EST**

**Participation Instructions:**

- Zoom Meeting link: <https://zoom.us/j/509676154>
- Dial in by your location: 1- 646 558 8656 US (New York) or 1- 669 900 6833 US (San Jose)
- Use Meeting ID: 509 676 154

**Introductions & Communications— 10 mins (Poppy)**

- Members Attending: **Bill Adams, Poppy Arford, Ken Zeiken, Casey Quinlan, Melissa Clarkson, Julie Martinez, Diane Browning, Randi Oster, Gail Phillips, Ben Creasy, John James (?). Helen Haskell had to leave after the leadership team meeting.**
- **Guest Presenter: Fred Southwick MD, epidemiologist, professor at U of FL**
- Scribe: **Casey**
- **Mission Statement:** The Right Care Alliance Patient Council brings together patients and their families to radically transform our health care system into one that places the health and well-being of patients first and delivers Right Care to all people.
- **Right Care Definition:** Right Care is a human right. It places the health and well-being of patients first. Right Care is affordable and effective. It is compassionate, honest, and safe. Right Care brings healing and comfort to patients, and satisfaction to clinicians. Achieving Right Care will require radically transforming how care is delivered and financed.
- Review [2.20.20 Patient Council Meeting Minutes](#)

**Patient Council (PC) Reports & Activities - FOR REVIEW ONLY**

- **(ON HOLD) Member News Brief:** Need Brief for March/ April ([see Guidelines](#)). Check out our most recent Patient Council webpage post [“What Worries You Most About American Healthcare? We asked. People answered.”](#) by Casey Quinlan. FMI contact [Casey](#) Quinlan, Exec Editor.
- **(ON HOLD) What Worries You Most (WWYM) Survey Publication Team** — Team members: John J (lead), Helen H, Sharon M, Sharon G, Geri B, and Casey Q. Published in The HealthCare Blog! <https://thehealthcareblog.com/blog/2020/02/06/patient-worries-as-a-central-feature-of-their-health-care-experiences/>  
**Next steps:** Write up the **Financial Worries of Patients from WWYM Survey**. Team members: Casey (lead), Poppy, Bill and others who are interested in participating. Anyone who wants to participate please email Poppy [parford@gmail.com](mailto:parford@gmail.com) and Bill [bill25438@gmail.com](mailto:bill25438@gmail.com)
- **(ON HOLD) What Worries You Most (WWYM) Survey Internal Use Team: Top 10 Concerns list**  
Charge: Recommend best use of response data and what PC can do to address patient worries., including a Top Ten Concerns List. Team members: Helen H, Sharon G, Sharon M (lead) Diane B, Julie M, Bill A, Steve, Ken, Susan W, Johanna R, Ben C, John J, Susan W, and Poppy A.
- **(ON HOLD) Mini Manifesto Next Step:** March meeting will reach agreement on the main issues, and appoint a “Call to Change” writing team.
- **(ON HOLD) Right Care Alliance (RCA) Political Action Study Groups.** The Political Education Study Groups are RCA Members sharing an intellectual and comfortable conversation while they teach and

learn from each other. These RCA study groups are to help us all better understand how the American healthcare system currently works, to imagine what sort of world we can create, and what a future system could look like. The goal of these salons is to be open and welcoming to everybody. These are for people who are not experts in health policy! Please come with an open mind, curiosity, and excitement to teach and learn in community. FMI [Contact Stephanie Aines](#).

- **(ON HOLD) Patient Council Editorial Review Team (PCERT):** Bill (lead), Diane, Melissa, Geri. Current council work is with the American Family Physician (AFP) Editorial Advisory Board [Link to the current Editorial Board](#).  
Next Step: Following publication, to develop guidelines for how the Patient Council can help bring the patient voice to journals in a way that is beneficial to both patients and the publications.

#### Open Talk Time - 45 mins

RCA [Steering Committee](#) Working on a response to Covid 19. Discussed using virtual RCA Town Halls. How will the Patient Council respond? We invited Dr Fred Southwick, a RCA Steering Committee colleague, to help us understand COVID 19 and how we can respond most responsibly and effectively.

- Fred did an excellent job of educating us. THANK YOU Fred! He shared that over 600 papers now out on COVID 19. He is working on a four part video series that embraces the latest research and information on the pandemic.
- Fred shared slides from his #1 Epidemiology video. See on [his YouTube channel](#)
- Fred provided this tutorial - understandable by anyone - on COVID19, what it is, how it spread, and its effect on the human body. [Link to recording](#) of his presentation and our question. Recording will be added to the Patient Council page on RCA website.
- Discussed our role as Patient Advocates. Talked about the critical need for access to much more robust testing. We can work together on advocating for this. Note that the US turned down excellent test shares from Germany at the beginning of the outbreak.
- Critical need to have a patient safety conversation. Focus now on keeping providers safe, which is critically important, yet also need to ramp up conversation on keeping patients , inpatient and outpatient, safe.

#### Wrap Up—5 mins

- Rotating meeting Schedule for 2020: Monthly meetings will take place on the 3rd Thursday of each month from 7:00 to 8:00 pm EST (Jan., March, May, July, Sept., Nov.) and from 12:00 to 1:00 pm EST (June, Aug., Oct., Dec.)
- Next Monthly Meeting: April 16th from 12 to 1 pm EST
- **Action Step: We will schedule a meeting asap to work together on a COVID 19 Community Conversation format and presentation scheduling. Will share w/RCA Steering Committee, then tape and share on PC webpage, and through our social networks.**

“Sharing a heartfelt thank you to everyone who participated in the meeting. Together we are building the Patient Council and working to put patients first, one meeting, one member and one action at a time.”